

05 AUGUST 2026

VACANCY ANNOUNCEMENTS

1. KNOWLEDGE MANAGEMENT & COMMUNICATIONS OFFICER

Introduction

Act Change Transform (Act!) is a local Non-Governmental Organisation whose mission is to facilitate the empowerment of marginalised people and communities in Kenya and neighbouring countries, to become active participants in their development by enabling them to: stand up for their rights; demand good governance in the management of resources; and participate in decision-making processes. Act! does this through implementing partners, offering them capacity development, managing grants so that value for money is achieved, and providing strategic leadership in national advocacy for the benefit of women, youth, people with disabilities, and other marginalised communities.

1. KNOWLEDGE MANAGEMENT & COMMUNICATIONS OFFICER (REF: ACT-KMCO/1/2026)

Job Summary

Reporting directly to the Platform Manager – Democracy Governance & Human Rights (DGHR) and based in Nairobi, the **Knowledge Management & Communications Officer** will be responsible for managing knowledge and communication resources across Act! programs and projects, including consultancies and long-term grants. The position holder will work closely with technical and functional staff to ensure effective knowledge sharing, documentation, and communication. The role also involves maintaining strong relationships with external stakeholders, including donor agencies, government institutions, and private sector partners, to support successful program implementation and achieve organisational objectives. The key responsibilities are described in more detail below.

Key Responsibilities

Specifically, the Knowledge Management and Communication Officer will be responsible for, but not limited to:

A. Knowledge Management

- Develop and roll out Knowledge Management strategies, frameworks, guidelines, and systems for Act! programmes.
- Support adaptive and evidence-based programming using lessons to adjust interventions in complex settings.
- Capturing and documenting knowledge from programmes: facilitating after-action reviews, lessons-learned workshops, peer assists, outcome harvesting reflections, and producing case studies or best-practice notes from electoral and democratic processes.
- Creating and curating knowledge products (synthesis reports, toolkits, policy briefs, success stories, dashboards, training materials) for internal use, donor reporting, advocacy, and partner capacity building.
- Promoting knowledge internally and externally (within and outside with partners and other stakeholders).
- Integrating Knowledge Management with Monitoring, Evaluation, Research and Learning (MERL) so that data and insights feed into adaptive management and strategic decision-making.

B. Support to Capacity Development of Internal and External Stakeholders & Partners

- Where necessary, take part in coordination of induction and capacity development initiatives for sector officials within the programme area collaborations.

- Contribute to organisational learning culture, communities of practice, and external knowledge networks.
- Participate in knowledge sharing and learning on election processes within the programme.
- Monitor application of shared knowledge to improve election and democratic processes within aspects of Act! and its programmes.
- Capacity strengthening of staff, partners, and local actors, and contribution to sector-wide learning and policy influence
- Accountability and resource mobilisation through documented results, case studies, and knowledge products for donors, communities, and policymakers.

C. Support to Institutional Communication & Presence

- Develop and implement communication and visibility plans aligned with organisational knowledge products and other strategic priorities.
- Lead the writing, editing, and publishing of high-quality knowledge and communication materials including press releases, topical articles, organisational newsletters, institutional brochures, donor performance updates, and institutional annual progress & performance reports.
- Develop compelling human-interest stories, beneficiary profiles, case studies, and institutional/ programme specific success stories.
- Manage the organisation's website and ensure content remains accurate and up to date.
- Manage social media platforms by creating engaging content, scheduling posts, monitoring engagement, and analysing performance.
- Capture and coordinate photography, video, and multimedia content for advocacy and visibility.
- Ensure compliance with donor branding and visibility requirements across all communication materials.
- Support the planning and promotion of organisational events, campaigns, and public engagements.
- Build and maintain positive relationships with media houses, partners, and other external stakeholders.

Key Performance Indicators

- Knowledge products including case studies, after-action reviews and success stories produced, quality assured and shared
- Number of knowledge products produced and disseminated (case studies, policy briefs, toolkits, synthesis notes, success stories), disaggregated by type and audience.
- Programme processes documented, evidence adduced and used for adaptive programming
- Quality assurance of reports to the donor supported and contribution to programme and adaptive management
- Qualitative evidence of strengthened learning culture
- Linkages developed with public knowledge centers (Examples Institutions of Higher Learning, Government Departments, Thinktanks, Maarifa Centre & Kenya School of Government KSG)
- Learning, sharing, exchange and networking events on issues on elections organised, including the Elections Learning Forum
- Programme studies supported and packaged for utility by different stakeholders
- Review content and blog posts on all Act! programmes and/or programmatic-related articles prepared by program staff and implementing partners publishable on the Act! website and social media pages.
- Participation in and information gathering on other multi-donor funded elections programmes for both collaboration and establishment of functional synergies.
- Coordination of knowledge sharing and gathering across programmes, and participation in the field-based stakeholders forums to harvest and document learning outcomes.

Qualifications, Experience and Skills

Academic qualifications

A Bachelor's degree in Information and Knowledge Management, Information Science, Library and Information Science, Information Systems and Knowledge Management, or any other related field from a recognised institution.

Professional Qualifications

Specialised training in Strategic, Corporate or Digital Communications, Project/Programme Management will be an added advantage.

Experience in years and indicate level of experience

At least 5 years' experience in Knowledge Management and organisational learning with demonstrated results in knowledge product development and system strengthening.

Essential skills and competencies

- Strong analytical, critical thinking, and synthesis skills, with the ability to translate programme data into actionable knowledge products and recommendations.
- Proven experience designing, managing, and maintaining knowledge management systems, digital repositories, and organisational learning platforms integrated with programme and MEAL processes.
- Excellent written and verbal communication skills, including technical writing, editing, storytelling, and developing reports, case studies, and other knowledge products.
- Strong organisational, planning, and coordination abilities, with the capacity to manage multiple priorities, meet deadlines, and work effectively both independently and under minimal supervision
- Excellent stakeholder engagement, facilitation, and interpersonal skills, with the ability to build effective partnerships and promote collaboration and knowledge sharing in multi-disciplinary and multi-cultural teams
- Solid digital competencies (Microsoft 365, Google Workspace, collaboration platforms, data visualisation tools such as KoboToolbox, Power BI, Tableau, content management systems and graphic design tools) combined with flexibility, cultural sensitivity, willingness to travel, and high ethical standards, integrity and commitment to accountability.

How to Apply:

If you meet the requirements as described above, please submit the following: (1) a detailed CV with current references and their day contacts; (2) a cover letter demonstrating why you qualify for the position, quoting your current/last gross monthly salary and expectations. Only applicants who meet the requirements should submit their application electronically via hr.admin@act.or.ke quoting the reference number **(Ref: KNOWLEDGE MANAGEMENT & COMMUNICATIONS OFFICER (REF: ACT-KMCO/1/2026))** and the **Position** in the e-mail subject line. Only shortlisted candidates will be contacted.

Submission Deadline: 18th August 2026, 05.00 P.M EAT.

Act! is an equal opportunity employer committed to maintaining the highest standards of integrity, ethics and accountability in all its operations. We uphold a zero-tolerance to fraud, bribery, corruption and any form of exploitation or abuse. As part of our commitment to safeguarding and promoting the welfare of children and young people, all staff and partners are expected to share this dedication and adhere to our Codes of Conduct.